

IN THE CLAIMS

1. **(Previously Presented)** A method for reporting a value of a key performance indicator comprising:

receiving information identifying a selected key performance indicator to monitor;

identifying at least one business event associated with the selected key performance indicator;

receiving a business event message indicating an occurrence of the business event, the business event message including business data describing the business event;

in response to receiving the business event message, electronically determining, using a processor, the value of the key performance indicator based on the business data; and

displaying the determined value of the key performance indicator via a contextual visualization interface; and

wherein the business event message further includes a successor event and an expected time period indicating when the successor event is expected to occur, and further comprising:

determining that the expected time period has been reached;

determining whether the successor event has occurred; and

based at least in part on determining that the expected time period has been reached and that the successor event has not occurred, displaying a message for the successor event.

2. **(Previously presented)** A method according to claim 1, wherein the business event message describes a reference event.

3. **(Previously presented)** A method according to claim 1, wherein the business event message describes a change event.

4. **(Previously presented)** A method according to claim 1, wherein the business event message describes a threshold event.

5. **(Previously presented)** A method according to claim 1, wherein the business event message describes a task completion event.

6. **(Previously presented)** A method according to claim 1, wherein the business event message describes a task failure event.

7. **(Previously presented)** A method according to claim 1, wherein the key performance indicator is a prediction, and the step of determining includes applying predictive logic to the business data.

8. **(Canceled)**

9. **(Previously Presented)** A system for reporting a value of a key performance indicator, comprising:

a processor configured to execute a workflow manager operable to:

receive a selection of a key performance indicator;

identify a business event affecting the value of the key performance indicator;

receive a business event message indicating an occurrence of the business event, the business event message including business data describing the business event;

in response to receiving the business event message, determine the value of the key performance indicator based on the business data; and

output the determined value of the key performance indicator; and

a contextual visualization in connection with the workflow manager operable to display the value of the key performance indicator; and

wherein the business event message further includes a successor event and an expected time period indicating when the successor event is expected to occur, and wherein the processor is further configured to:

determine that the expected time period has been reached;

determine whether the successor event has occurred; and

based at least in part on determining that the expected time period has been reached and that the successor event has not occurred, display a message for the successor event.

10. **(Previously Presented)** An apparatus for reporting a value of a key performance indicator, comprising:

- a processor; and
- a memory connected to said processor storing a program to control operation of said processor;

the processor configured to:

- receive a selection of a key performance indicator;
- identify a business event affecting the value of the key performance indicator;
- receive a business event message indicating an occurrence of the business event, the business event message including business data describing the business event;
- in response to receiving the business event message, determine the value of the key performance indicator based on the business data;
- display the determined value of the key performance indicator; and

wherein the business event message further includes a successor event and an expected time period indicating when the successor event is expected to occur, and wherein the processor is further configured to:

- determine that the expected time period has been reached;
- determine whether the successor event has occurred; and
- based at least in part on determining that the expected time period has been reached and that the successor event has not occurred, display a message for the successor event.

11. **(Canceled)**

12. **(Previously presented)** The method of Claim 1, further comprising:
determining whether to request additional information about the business event based at least in part on the business data included in the business event message;
requesting the additional information from an information provider; and
wherein electronically determining the value of the key performance indicator comprises electronically determining the value based at least in part on the business data and the additional information.

13. **(Canceled)**

14. **(New)** The method of Claim 1, further comprising:
maintaining a message queue;
storing the business event message in the message queue until it is determined that the expected time period has been reached and that the successor event has not occurred; and
generating a message indicating that the successor event is now overdue.

15. **(New)** The method of Claim 14, further comprising:
purging the business event message from the message queue when it is determined that the expected time period has been reached and that the successor event has not occurred.

16. **(New)** The system of Claim 9, wherein the processor is further operable to:
maintain a message queue;
store the business event message in the message queue until it is determined that the expected time period has been reached and that the successor event has not occurred; and
generate a message indicating that the successor event is now overdue.

17. **(New)** The system of Claim 16, wherein the processor is further operable to:
purge the business event message from the message queue when it is determined that the expected time period has been reached and that the successor event has not occurred.

18. (New) The apparatus of Claim 10, wherein the processor is further configured to:

maintain a message queue;
store the business event message in the message queue until it is determined that the expected time period has been reached and that the successor event has not occurred; and
generate a message indicating that the successor event is now overdue.

19. (New) The apparatus of Claim 18, wherein the processor is further configured to:

purge the business event message from the message queue when it is determined that the expected time period has been reached and that the successor event has not occurred.